

Southern Nevada Adult Mental Health Services

6161 W. Charleston Boulevard Las Vegas, Nevada 89146

Phone: 702-486-6000 Fax: 702-486-6248

Jonna Triggs, Ed.D. Agency Director

Southern Nevada Adult Mental Health Services

Patient Handbook



To meet our duty, our vision is...

To help adults with mental illness improve their quality of life.

Introduction

It is the intention of Southern Nevada Adult Mental Health Services to provide an environment which fully respects human dignity and which consistently reflects human caring.

You will be evaluated on your physical, psychological, emotional, social, vocational, recreational, and dietary needs and be provided treatment according to your particular needs.

Our emphasis will be on a program that can help you meet your goals of successfully returning to your family, and/or community as quickly as possible.

Non-Discrimination

All persons who are legally and clinically qualified will be admitted without discrimination. Information concerning this facility, its admission policies and services, will be made available to all without regard to race, color, national origin, age, gender, religion, or disability.

Patient Complaints and Grievance Procedure

As a patient of the Southern Nevada Adult Mental Health Services, you have the right to submit complaints, concerns, and suggestions regarding policies and services. Any staff member can assist you in completing a form. These forms are then forwarded to the appropriate supervisor.

Non-Smoking Facility

This is a non-smoking facility. Smoking is prohibited in all buildings.



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Health Insurance Portability and Accountability Act (HIPPA)

Privacy regulations became effective on April 14, 2001. The privacy rule creates national standards to protect your medical records and other protected health information. This rule gives you more control over your health information and sets boundaries on the use and release of health records.

It is the policy of Southern Nevada Adult Mental Health Services to comply with the regulations and standards of the Health Insurance Portability and Accountability Act.



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Advance Directives

All in-patients of Southern Nevada Adult Mental Health Services are provided information on "Advance Directives". A blank "Durable Power of Attorney for Health Care" and "Declaration" forms are available at your request.

Upon admission to in-patient services, all patients will be asked whether they have already executed an "Advance Directive".

An Advance Directive allows you to state your choices for health care or to name someone to make those choices for you, if you become unable to make decisions about your medical treatment.



Daily Unit Routine (continued)

Telephone Calls: You may make telephone calls during scheduled phone times or at the discretion of the unit staff.

Long distance calls may be made with the approval of unit staff. Collect calls may be made through the hospital switchboard.

Visitors and Visiting Hours:

Monday through Sunday

6:00 pm to 8:00 pm

Unit staff supervises your visits. You may receive up to two visitors at a time.

Appropriate behavior is expected at all times during visitation.

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Daily Unit Routine (continued)

Mail:

Incoming mail should be addressed to your attention at:

Southern Nevada Adult Mental Health Services 6161 W. Charleston Blvd Las Vegas, Nevada 89146

Unit staff will deliver your mail to you.

<u>Outgoing Mail</u> must have your name in the upper left hand corner and be properly addressed. Three letters per day will be mailed for you at no cost to you. You are responsible for paying any additional postage that may be required.

Pastoral Care: You have the right to have access to spiritual support and counseling. Please contact unit staff persons regarding referrals to pastoral care.

Patient Accounts: If you have money deposited in the Patient Accounts Office, you may withdraw it with approval of your unit staff. You may withdraw up to \$20.00. Your physician, registered nurse or social worker must approve withdrawals over \$20.00.

Notification of Patient's Rights, Statutes

Nevada law requires that you receive the following information:

Any person may apply to any public or private mental health facility in the State of Nevada for admission to such facility as a voluntary client for the purposes of observation, diagnosis, care and treatment. In the case of a person who has not attained the age of majority, application for voluntary admission may be made on his behalf by his spouse, parent, or legal guardian.

Any person who is voluntarily admitted to a hospital must be released immediately from the hospital after a written request for release is filed with the responsible physician or his designee within the normal working day.

NRS 433.350 also states that when a person is released pursuant to a written request, the facility, its agents, and employees are not liable for any debts or contractual obligations incurred or damages caused by the actions of the person.

You may also be released by your attending physician when the treatment at the facility determines that you have improved or that the services of this facility are no longer advisable.

Information regarding patient's rights accorded under NRS are in NRS Chapter 433 and 433A. It is policy of Southern Nevada Adult Mental Health Services to comply with these statutes.

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Your Rights

When you receive services for mental health, your rights are guaranteed by Nevada's mental health and developmental disability laws, other provisions of Nevada statutes, and the Constitutions of Nevada and the Unites States. These rights may be limited by statute, rules or court decision.

Your rights cannot be denied except to protect your health and safety or to protect the health and safety of others.

When you are first accepted for service, you must be given a summary of your rights.

When you receive services:

- You are considered legally competent unless there has been a court decision of incompetence.
- Your retain all rights, benefits, and privileges guaranteed by law, including the right to habeas corpus.
- You continue to have the right to vote in local state and federal elections; make contracts; make a will; hold or transfer property; marry; have a driver's license; and manage your own affairs.

Daily Unit Routine

Bed Assignment: Upon arriving on the unit, the staff will assign you to a room. All rooms on the unit are semi-private rooms.

Cleanliness: You are responsible for your personal cleanliness and that of your bedroom and living area. Food is limited to designated eating areas.

Clothing and Personal Items: You are responsible for your own clothing and personal items kept in your room. Consult with staff for storage of valuable items during your stay.

Community Meeting: This is held each day on the unit to introduce the staff and to familiarize new patients with the unit philosophy and routine. This is an opportunity to meet with others and discuss common concerns.

Exercise: Sessions are held on the unit.

Laundry: Each unit has a washer and dryer available for your convenience. You are responsible for taking care of your personal laundry.

Meals: Breakfast, lunch and dinner are different daily in the dining room. Between meal snacks are available as well as special order diets.

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Treatment Activities

The following activities are offered on or off the unit, according to your treatment plan:

Nursing Assessment/Education: Nursing staff, including registered Nurses and Mental Health Technicians, are available 24 hours a day to assist with treatment activities, assess your needs, and provide activities and groups to help you achieve goals.

Social Work Assessment: Your social worker will obtain your psychosocial history to help the team with treatment and to plan for your discharge needs.

Group Therapy: Meeting with others to discuss common concerns. Your treatment team and you select the groups that will benefit you the most, during your stay.

Family Meetings: At your or the team's request, the team will meet with you and your family to discuss treatment.

Allied Therapy: This includes recreation, library, and chapel. These activities are available on grounds.

Medication Management: The psychiatrist will prescribe those medications as indicated to promote your recovery. The medical physician will prescribe any medications required for medical problems.

Community Meetings: You will meet regularly with the other patients and staff on the unit to discuss the responsibilities everyone has in order to maintain pleasant living arrangements.

Personal Rights

You have the right:

- To wear your own clothes.
- To keep and use your own personal possessions.
- To have access to individual storage space for your private use.
- To refuse to be photographed (*except for identification*) by still, motion picture, or video cameras, unless you or your guardian give written consent.
- To report when any rights guaranteed to you by state or federal laws are violated.

Freedom From Restraint & Seclusion

You have the right:

- To be free from restraint or seclusion except when prescribed by your physician for treatment purposes or to prevent injury to yourself or others.
- To have any instance of restraint or seclusion entered into your record along with the reasons for its use.

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Treatment

You have the right:

- To receive treatment in the least restrictive environment.
- To a safe, sanitary and humane living environment.
- To medical, psychosocial and rehabilitative care, treatment and training that fits your needs.
- To have an individualized plan of treatment prepared and reviewed thoroughly at least every three months.
- To be informed of the nature and consequences of the proposed treatment procedures; the risks, benefits and purposes of such procedures; and alternative procedures available.
- To give or withhold informed consent to any and all treatment procedures to be employed, including medication.
- To withdraw in writing consent at any time with or without cause.
- To have maintained a complete, up-to-date record of your condition and treatment, to inspect your records and to be informed of your clinical status and progress at least every three months.
- To have your treatment record and all information about you kept confidential.
- To be advised of all admission and discharge procedures.
- To be free of abuse, neglect and aversive intervention.

Treatment Plan (continued)

Your responsibilities (continued):

- To follow the treatment that you develop with the physician responsible for care. This may include following the instructions of nurses and allied health personnel as they carry our the coordinated plan of care, implement the responsible physician's orders, and enforce the applicable rules and regulations.
- To keep appointments or for notifying a staff member or the facility when you are unable to do so.
- To follow the physician's instructions or accept the responsibility for your actions if you refuse treatment or do not follow the physician's instructions.
- To pay the bill for your health care as promptly as possible or to work with your insurance company (if applicable) to do so.
- To follow rules and regulations affecting patient care and conduct.
- To be considerate of the rights of other patients and personnel and for assisting in the control of noise, smoking and the number of visitors.
- To be respectful of the property of other persons and of the facility.

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Treatment Program

Upon admission, you will be assigned to a treatment team. You will work with this team of staff on your unit to achieve treatment goals. The team consists of a psychiatrist, social worker, nurse, mental health technician, and therapeutic recreation specialist. A plan for your discharge needs begins at admission.

Treatment Plan

All treatment is carried out according to a plan started within 24-hours of admission. This plan is completed by you and the treatment team within seven (7) days after admission. This plan will be revised and changed as needed

Your responsibilities:

- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- To report unexpected changes in your condition to the responsible physician or staff member on your unit.
- To ask questions so that you clearly understand the treatment plan and what is expected of you.

Communication

You have the right:

- To have reasonable access to telephones for both making and receiving confidential calls.
- To see visitors each day.
- To have ready access to letter-writing materials, including stamps.
- To mail and receive unopened correspondence.



Finances

You have the right:

- To keep and spend your own money for expenses and small purchases.
- To have your money, earnings or income deposited in an account in your name.
- To have all money in your account, including your earnings, delivered to you upon release.

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Work

You have the right:

- To perform work, if you wish and it is offered, which helps in operating and maintaining the facility and to be paid for your work according to federal and state labor laws (except for personal housekeeping or work which is part of a small group in living arrangement).
- To be paid for other work if it helps to earn money for another person or agency.
- To have at least one-half of your wages free from collection as payment for services you receive.

How to Report Violations of Rights

If you think your rights have been violated you (*or someone on your behalf*) should report this directly to the unit staff. If the unit staff cannot resolve your complaint, you may contact NDALC at 257-8150 or 257-8160.

Pain Management

Your rights:

- You have the right to expect a quick response to reports of pain.
- Your report of pain will be believed.
- You will receive information about pain relief measures.
- You can expect a concerned staff committed to pain prevention and management.

Your responsibilities:

- Ask questions about your expectations of pain management.
- Discuss and work with medical staff to review options and develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help the health care providers assess the pain.
- Tell when pain is not relieved.
- Discuss any concerns about taking pain medications.

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